

Lehigh Valley Health Network LVHN Scholarly Works

LVHN Weekly-Pocono

Newsletters

3-29-2019

LVHN Weekly-Pocono

Lehigh Valley Health Network

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LVHNWEEKLY | POCONO

Your wrap-up of the week's news from LVHN.

[State of the Health Network Address - Video](#)

Topics: Financial strength, growth, better colleague experience.

[Your Colleague Survey Answers Led to This](#)

Feedback made LVHN a better place to work and grow.

[Know An Awesome Doc? - Video](#)

On National Doctors' Day, tell the world about him or her.

[Free Adult Grief Support Offered](#)

It's a service of Lehigh Valley Hospice-Pocono.

[Colleagues in St. Patrick's Day Parade](#)

Hundreds attended the event.

[Support for Mobile Mammo Coach](#)

LVHN Pocono Foundation receives generous gift.

[Honors for LVH-Pocono Colleagues](#)

They provide an exceptional experience, and fast.

[New Paramedics Celebrated](#)

Telecommute program is Monroe County's first.

[Visit New York City May 29](#)

Get trip details and book your spot.

Create Glass
Sculpture for
Children's Hospital

[Learn More](#)



Join the Great
River Walk Team
Challenge

[Learn More](#)



Pocono Raceway
Volunteers
Needed

[Learn More](#)



LVHN news

Safe, Effective Antibiotic Use

Three Things to Know About
Vaping

Expressly for You

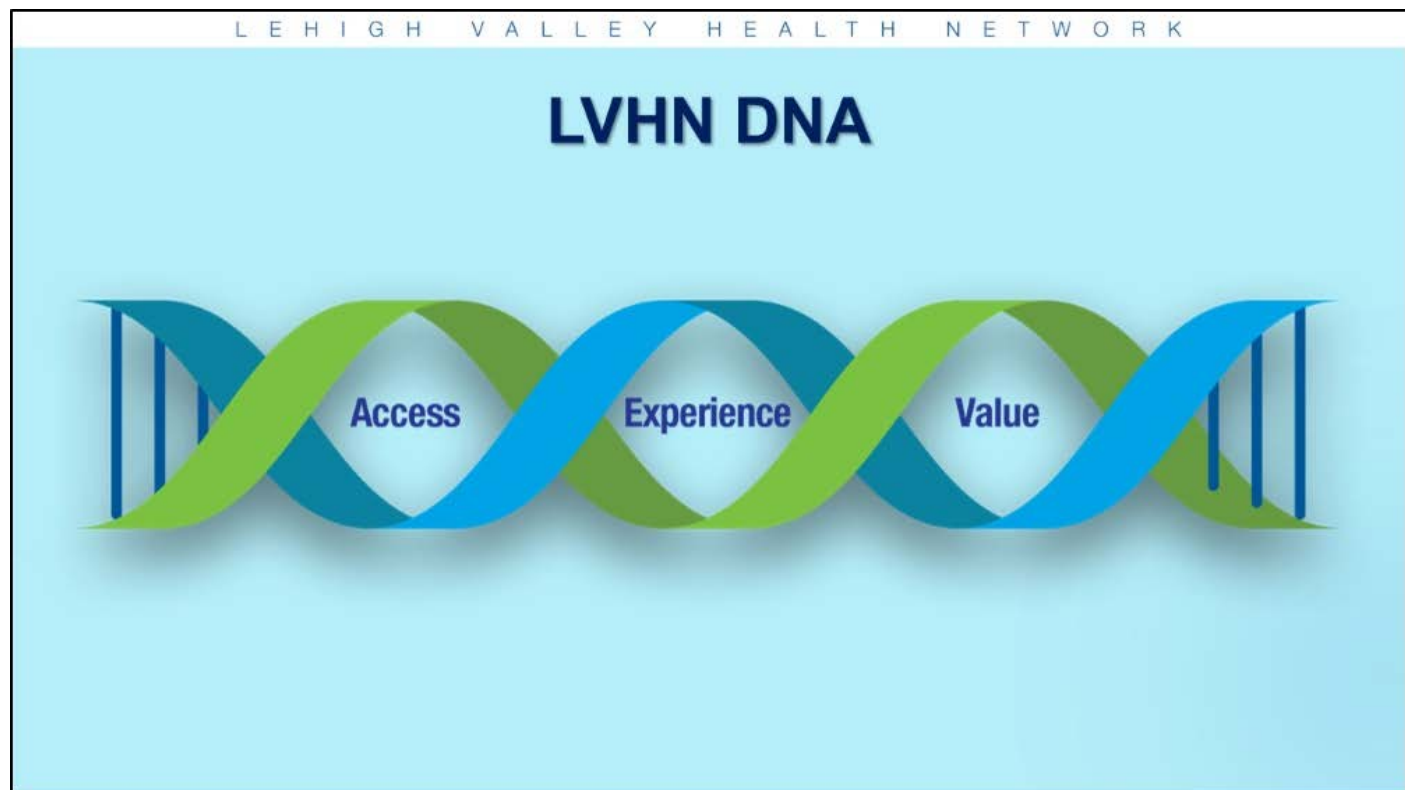
Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.

Strong Financial Performance, LVHN Growth, Better Colleague Experience Discussed at State of the Health Network Address; Watch Video Snippets, the Whole Video or Read the Recap – VIDEO

BY [RICK MARTUSCELLI](#) · MARCH 27, 2019

“The state of Lehigh Valley Health Network is strong.” That is the message LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, shared during the State of the Health Network address. Our strength is resulting in the growth of our health network and a better colleague experience for you. Below, you can read an overview of his presentation and watch video snippets that provide more details, or watch a video of the entire presentation at the bottom of this post.

Moving Forward Together



Our emphasis on the LVHN DNA makes our health network strong. All 18,000 colleagues are focused on our three positions of strength: giving patients convenient access to our services, providing a top-notch experience and delivering value (high-quality care at the lowest possible cost). Evidence that our focus on the LVHN DNA is working is our financial performance.

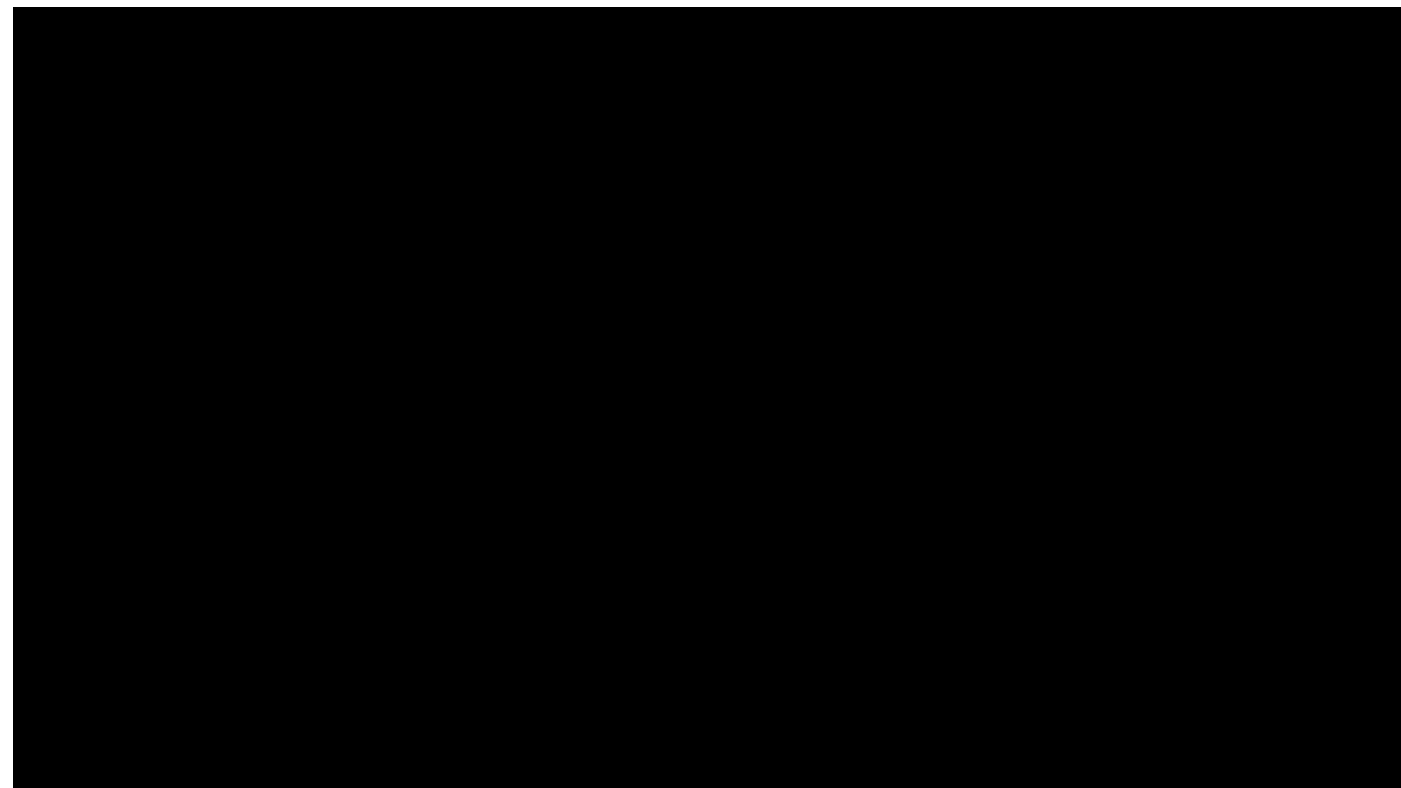
Financial Strength

	Feb. 28, 2019	Budget
Operating income	\$76.8 million	\$53.4 million
Operating margin	3.9%	2.7%

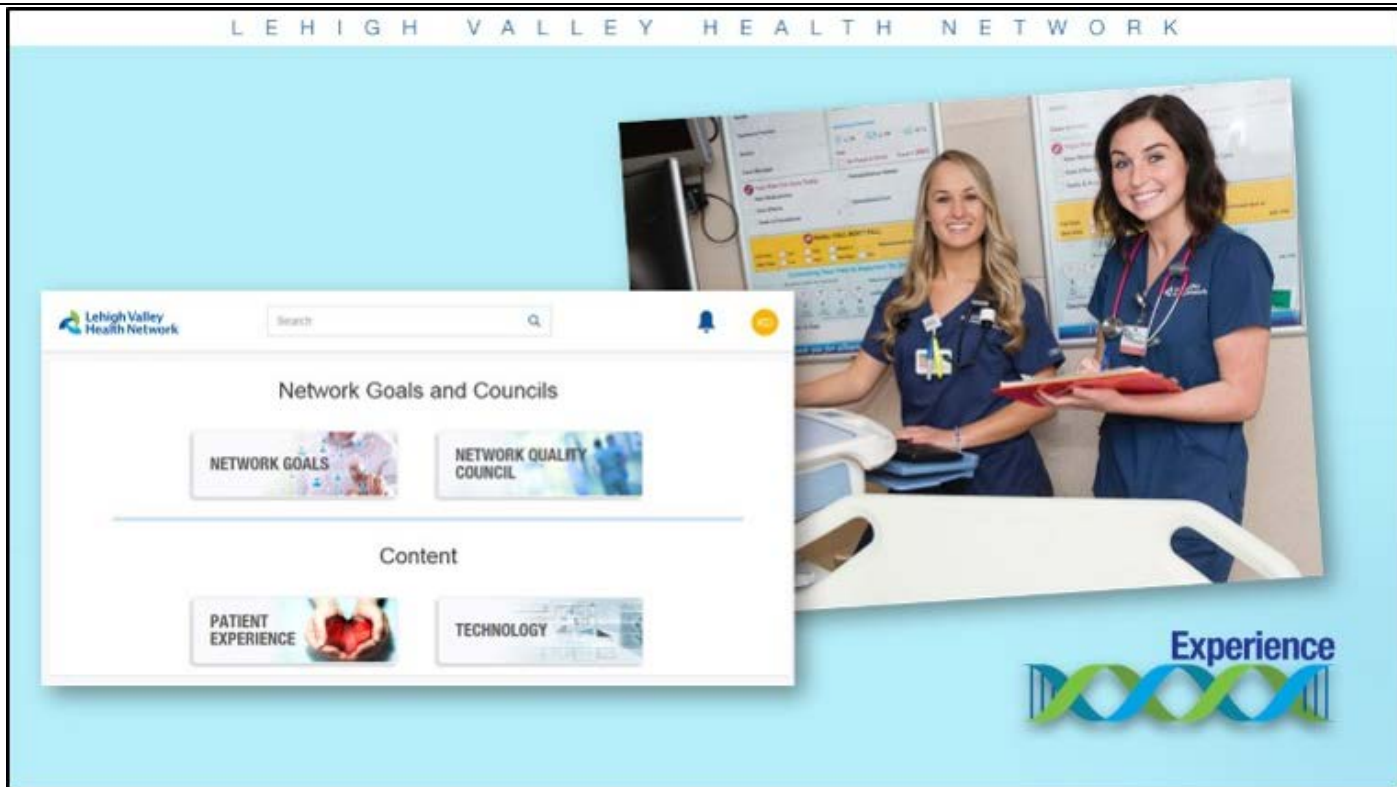
Year to date



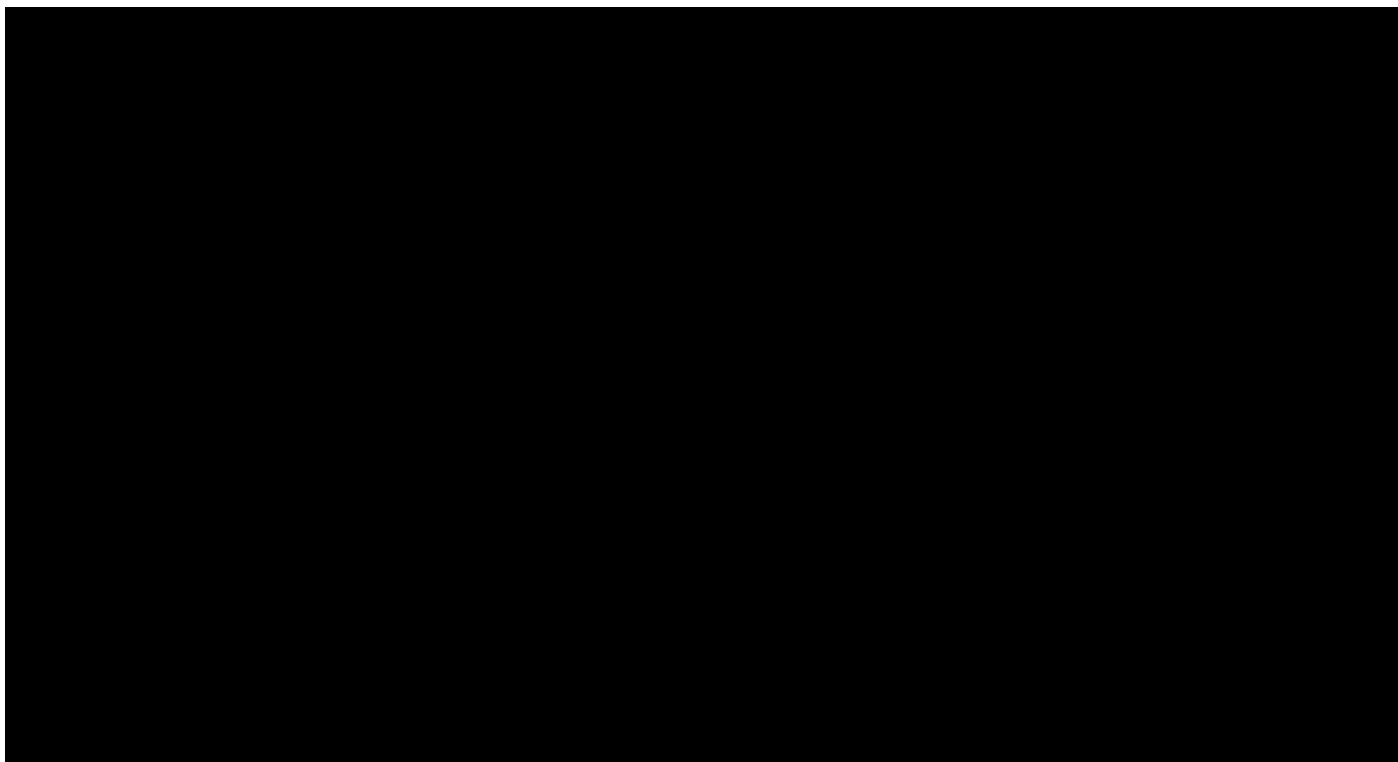
As of Feb. 28, 2019, after all the bills were paid, we achieved \$76.8 million of operating income, which is \$23.4 million more than budget. That equates to a 3.9-percent operating margin, which also is more than the 2.7 percent we budgeted. In this video, Dr. Nester explains why it's important to have a solid operating margin.



Enhancing the Patient Experience



To help us give patients and families the best possible experience – and in support of our culture of transparency – LVHN introduced our new [Analytics Portal](#) to colleagues network-wide. The portal allows you to track progress on our goals and your SSP bonus, and gives you access to important data. One area where we have an opportunity for improvement is enhancing the inpatient experience. To give our patients the experience they expect and deserve, and raise HCAHPS scores, nurses on our inpatient units are focusing on doing three things: bedside shift report, hourly rounding and nurse leader rounding. In this video, Dr. Nester explains what happens when we always do these three things.



Investments in our Community

Our financial strength is allowing us to invest in the health of our community and grow to give more people convenient access to the care they need close to home. Examples of our growth include:

- [New health campus in Lower Nazareth Township](#)
- LVH–Pocono West, a new “neighborhood hospital” we will build in Tannersville at the intersection of Interstate 80 and route 715
- Expansion of [emergency departments at LVH–Cedar Crest and LVH–Hazleton](#)
- LVH–Schuylkill’s new [Family Birth and Newborn Center](#)
- A [new pediatric inpatient unit](#) and [dedicated lobby](#) at Lehigh Valley Reilly Children’s Hospital
- Pennsylvania’s first [Mobile Stroke Unit](#)
- [LVHN–Hausman Road](#), bringing multiple musculoskeletal services under one roof

Creating a Better Colleague Experience



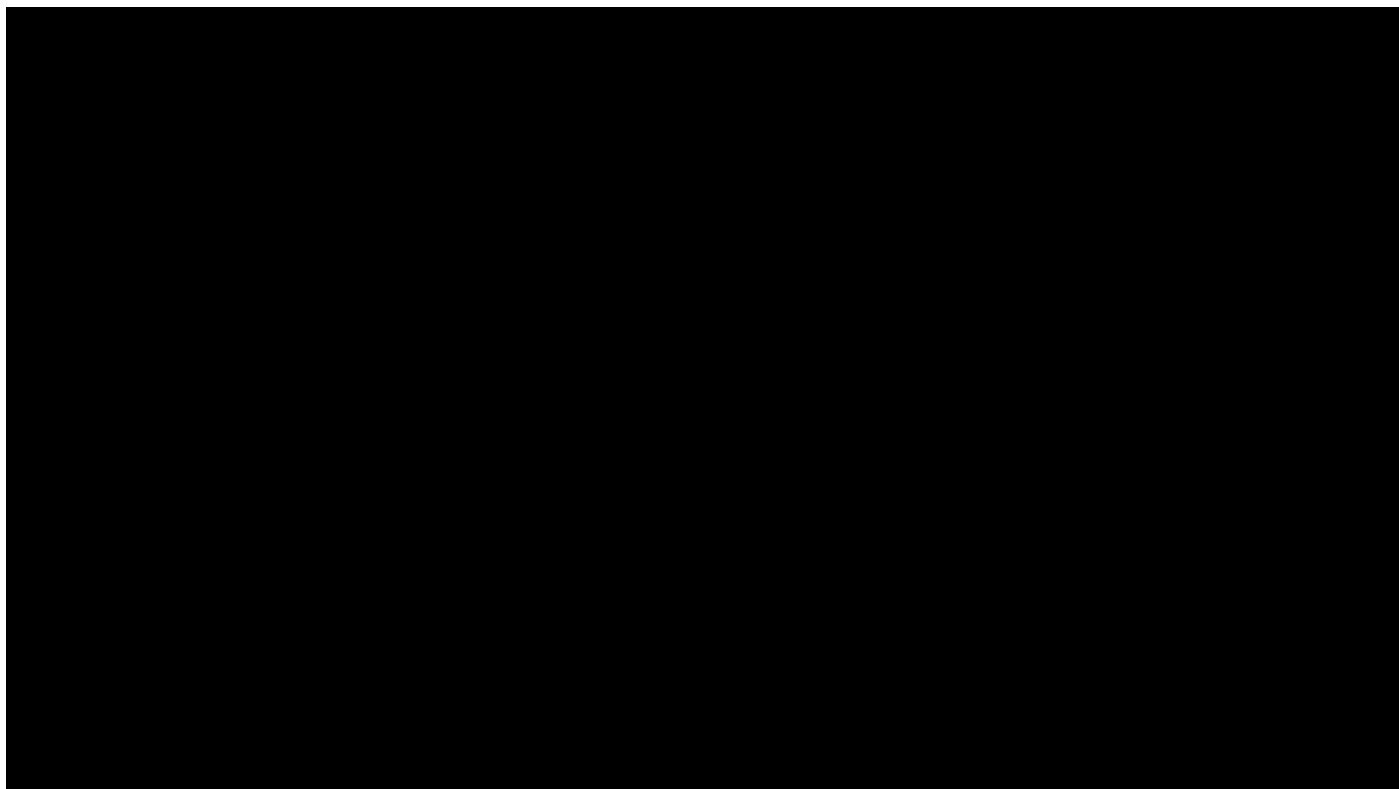
Over the past year, we used the feedback you provided in the 2018 Colleague Engagement Survey to create an even better colleague experience for you. We added benefits, revised policies and took steps to:

- Make LVHN an even better place to work and grow
- Inspire you to perform at your best
- Make you feel comfortable referring family and friends to LVHN

[See how LVHN listened to your Colleague Engagement Survey answers and took action to give you a](#)

[better colleague experience.](#)

In this video, Dr. Nester discusses recent achievements that prove we are among the nation's elite health networks.



Take the 2019 Colleague Survey April 15-28

Now it's time to list to you again. When the 2019 Colleague Engagement Survey opens, each colleague will receive an email at work with a link to take the survey. Please take it and encourage others to do the same. The more open and honest feedback we receive, the more information we have to create an even better colleague experience for you. The survey is conducted by an independent organization, and no one at LVHN has access to individual responses.

Even though [LVHN was already named a Top Workplace](#), we can always improve. When the Colleague Engagement Survey closes, your feedback will be used to create network-wide and department-specific action plans to make LVHN an even better place to work and grow.

We are #LVHNProud

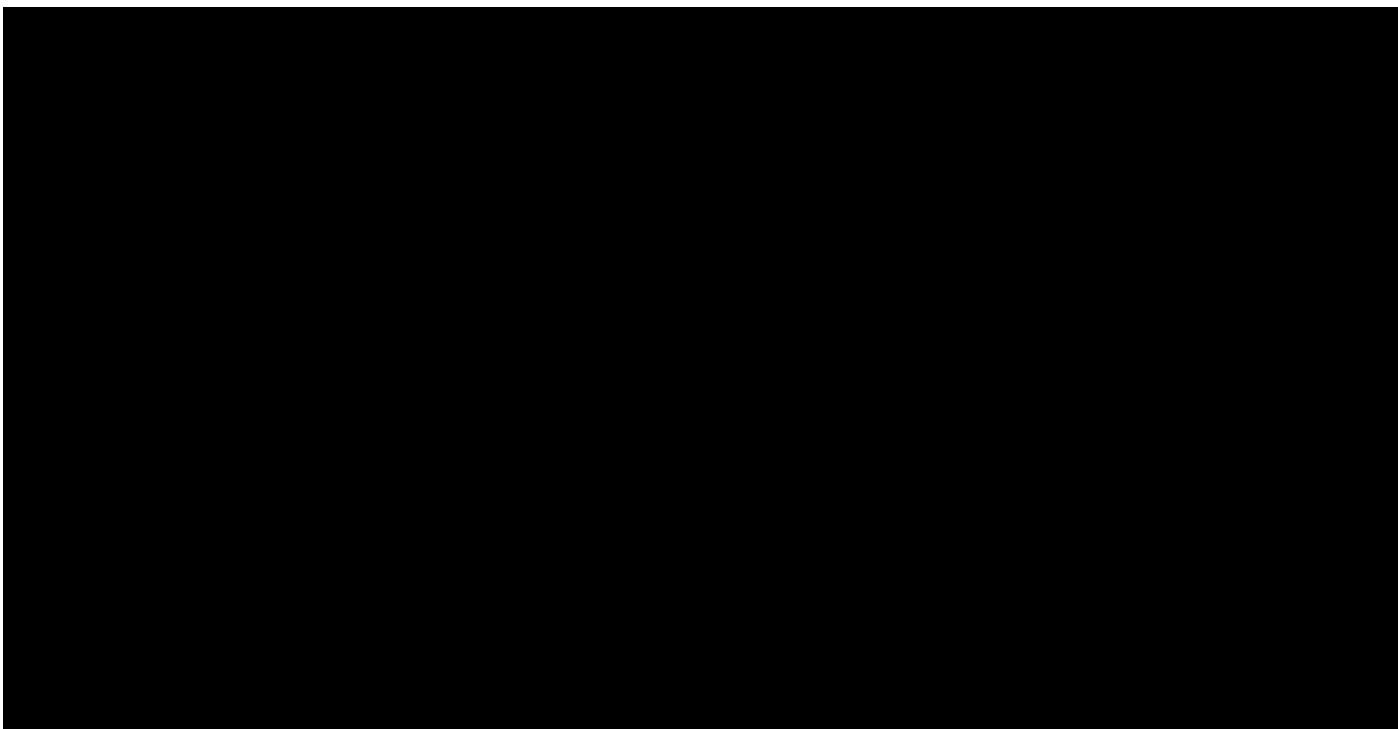


Thank You



The last 12 months at LVHN have been absolutely amazing. A little more than a year ago, we were facing serious financial challenges. Undaunted, we worked together as a team and turned things around. Now we're focused on the LVHN DNA. Our momentum is building. We're financially strong. We're growing. We're investing in the health of our community, and we're working to give you an even better colleague experience. You, our colleagues, make it happen. Thank you for making LVHN strong and for making our community a healthier place to live.

Watch the entire presentation below.



Your Colleague Survey Answers Led to This

BY [RICK MARTUSCELLI](#) · MARCH 27, 2019

In April 2018, LVHN conducted a Colleague Engagement Survey. We asked for your open and honest feedback about your work experience at LVHN. We also asked for your ideas about how we can make LVHN even better.

More than 11,500 colleagues (68% of our workforce) participated in the survey. We listened to what you had to say and took action. Over the past year, we used your feedback to introduce new benefits and policies, and took steps to make LVHN an even better place to work and grow. Here's a list of the investments we made in you over the last 12 months.



LVHN is a great place to work.

- A better colleague experience is now an LVHN network goal.
- New [Colleague Relief Fund](#) helps you overcome tragedy.
- [Revised Bereavement Policy](#) provides support as you mourn.
- [Emergency PTO](#) gives you time for life's unforeseen circumstances.
- [Updated dress code](#) recognizes our multigenerational workforce.
- You can be #LVHNProud now that [social media is open](#).
- New benefit helps [cover adoption costs](#).
- Fair treatment process now allows you to choose a colleague to sit on the reviewing committee.
- More than 2,000 skilled colleagues hired since April from 80,000 applications.
- Thirty percent of new hires added diversity to our workforce.
- New Colleague Concierge helps you advance your career and find new roles within LVHN.
- Nonclinical Summer Internship Program gives colleagues' college students experience.
- New benefits help you [save for college](#).
- [You are paid competitively](#); more than \$40 million in pay increases and bonuses awarded annually.
- Workplace Violence Prevention Program launched to keep you safe.

- Gender transition benefits now included in LVHN Health Plan.
- New program provides coaching and financial support for colleagues with chronic conditions.
- New health and wellness programs being planned based on input from 5,000 colleagues.

LVHN inspires me to perform at my best.

- Your voice is heard; 900+ departments submitted a Colleague Engagement Survey action plan.
- The [Bright Idea Generator](#) collects your innovative ideas.
- [Colleague Ambassador Program](#) helps us move LVHN forward together.
- You generously [support our Street Medicine Program](#).
- Outstanding colleagues are recognized with [Service Star](#), [Service Excellence](#) and [Engagement awards](#).
- Your contributions are recognized on [PRIDEpoints](#); 25,000+ eCards were sent since April.
- You [grow professionally](#) with management leadership, eMentoring and career development programs.
- [Leadership Academy Programs](#) enhance leaders' effectiveness.
- New mentoring programs help you grow professionally.
- Young Professionals Program provides career development and opportunity.

I feel comfortable referring family and friends to LVHN.

- LVH–Cedar Crest appears on [Becker's Healthcare "100 Great Hospitals in America" list](#).
- LVHN is third on [HealthCare's Most Wired Hospitals](#) list.
- Four LVHN hospitals receive 'A' [safety grades from Leapfrog](#).
- LVH ranks fifth in Pennsylvania on [U.S. News Best Hospitals list](#).
- We put Pennsylvania's first [Mobile Stroke Unit](#) on the road.
- LVH–Cedar Crest's [Comprehensive Stroke Center](#) is recertified for the fourth time.
- [Mobile Mammography Coach](#) makes cancer prevention convenient.
- [Nurse Residency Program](#) is Pennsylvania's first with ANCC accreditation.
- [Lehigh Valley Reilly Children's Hospital](#) is the region's only children's hospital.
- LVHN is ranked nationally by Vizient in overall quality (16th) and patient safety (7th).

Take the 2019 Colleague Engagement Survey April 15-28

Now it's time to listen to you again. The 2019 Colleague Engagement Survey will take place April 15-28. [Print this flyer](#), post it in your department, take the survey and encourage other colleagues to do the same. The more colleague who participate, the more feedback we have to make LVHN an even better place to work and grow.

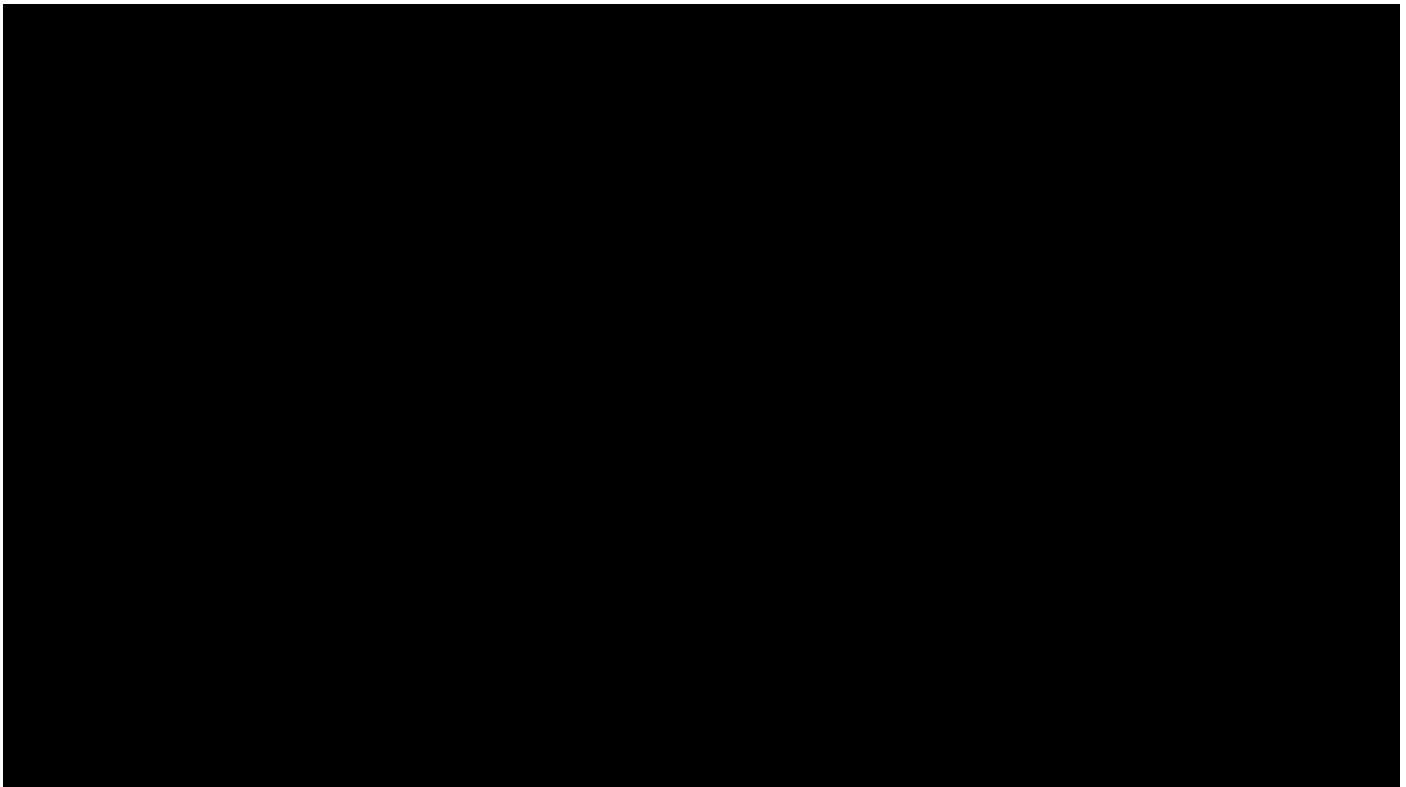
Know an Awesome Doc? Tell the World About Him or Her – Video

BY [RICK MARTUSCELLI](#) · MARCH 28, 2019

LVHN physicians are special people. They work hard every day to provide superior care with the utmost compassion. Now is the perfect time to thank them for all they do for the people of our community.

Saturday, March 30, is National Doctors' Day. Beginning on that day, you'll see special messages from LVHN thanking our physician colleagues for their exceptional care. Here's what you'll see.

Facebook video



Billboard



Here's how you can thank our doctors...

On Facebook

- **Share the video.** Use #LVHNProud and tag our LVHN doctors.
- **Post a comment about our doctors.** Share what you think makes our physicians outstanding.

On LVHN Daily

- **Comment on this post.** Share your thoughts or a story about why are doctors are the best.

Lehigh Valley Hospice–Pocono to Offer Adult Grief Support

BY [HOLLY YACYNYPCH](#) · MARCH 27, 2019

Lehigh Valley Hospice-Pocono will host a free, community service workshop on the second Tuesday of each month from 6:30-7:30 p.m. beginning on April 9. The event, which is an adult grief support group called Letting Go with Love, will be held at the Hospice House at 412 East Brown St., East Stroudsburg. Advanced registration is required by calling Tammy Hiestand at 272-762-3826.



Hospice House

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LVH-Pocono Colleagues Participate in St. Patrick's Day Parade

BY [HOLLY YACYNYCH](#) · MARCH 27, 2019

On Sunday, March 24, LVH-Pocono colleagues participated in the 42nd Annual Pocono Irish American Club St. Patrick's Day Parade. The event draws hundreds of community members and tourists to the Stroudsburg area to enjoy the festivities and, of course, traditional bag pipes. LVH-Pocono colleagues walked the parade and handed out items such as green Frisbees, bendy sticks and more.

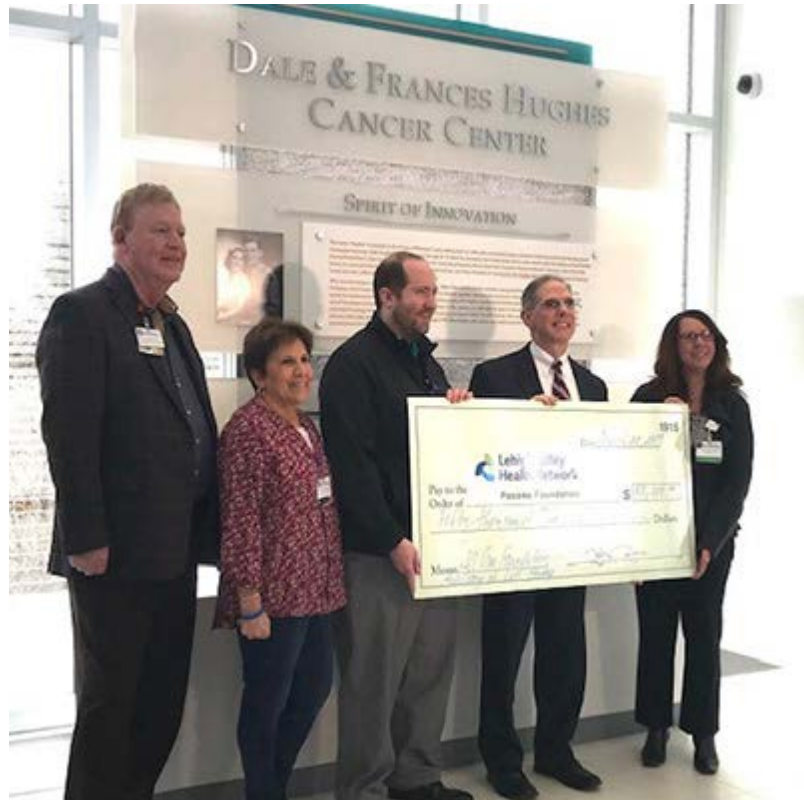


LVHN Pocono Foundation Receives \$50,000 Donation for Mobile Mammography Coach

BY [HOLLY YACYNYPCH](#) · MARCH 26, 2019

AllOne Foundation and the Auxiliary of LVH-Pocono presented the LVHN Pocono Foundation a donation of \$50,000 for the [Mobile Mammography Coach](#) on Friday, March 22, at the Dale and Frances Hughes Cancer Center. Our Mobile Mammography Coach provides a convenient way for women to have 3D screening mammograms where they're located.

Media were invited to the check presentation and were given tours of the coach. [See coverage of the event from WNEP-TV16.](#)



LVH-Pocono Colleagues Honored

BY [HOLLY YACYNYCH](#) · MARCH 26, 2019

LVH-Pocono colleagues were honored for achieving the highest satisfaction scores and for answering call lights quickly. Meet the honorees and congratulate them.

Recognition for highest satisfaction scores

LVH-Pocono colleagues earned Patient Experience Awards for the following areas:



Colleagues in 3B earned the highest inpatient satisfaction score of 100 percent for overall rating (99th percentile)



Mammography at Bartonsville Healthcare Center and Laboratory at West End Healthcare Center both were recognized for highest outpatient satisfaction scores in the 99th percentile.

Honored for answering the call



LVH-Pocono colleague, Kathy Buckwalter, Environmental Services on 4B and 5B, was honored with the

January No Pass Zone Champion award.

Response time to a call light is one of the most highly correlated factors to a patient's overall satisfaction with his/her stay. Patients often view their call light as their "lifeline" to staff and help. Buckwalter was recognized by her peers for always answering a call light when she sees one on.

Congratulations to these LVH-Pocono colleagues for exceptional care to patients.

1 [□ Share](#)

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LVH–Pocono Celebrates Newest Paramedics

BY [HOLLY YACYNYCH](#) · MARCH 26, 2019

LVH–Pocono celebrated the graduation of its newest class of paramedics through LVHN's paramedic program. The students, the first class in Monroe County to participate in the telecommute program and already trained and certified Emergency Medical Technicians, successfully completed clinical rounds, education, simulations and more throughout the year by way of telecommute.

Steve Kulick, EMS Continuing Education Administrator for LVH–Pocono, worked with LVHN EMI paramedic program leaders, Thomas Rothrock, Program Director, Joseph Rycek, Coordinator, Tara Henry-Morrow, Clinical Coordinator, Robert Tomsho, DO, Medical Director and Marianne Kostenbader, Director of EMS, Department of Emergency Medicine, to connect the students from Monroe County to Allentown. "Students were able to conveniently go directly to the Dale and Frances Hughes Cancer Center for their training and telecommuted to the Allentown class," Kostenbader says. "Eighty to 85 percent of the program was done by telecommute. They still attended some workshops in Allentown, but Steve coordinated drills and simulations with them at LVH–Pocono to help them through their paramedic training."

All the Monroe County ambulance providers are paramedic-based. Paramedics provide additional expertise with more invasive and advanced life-saving procedures such as 12-lead-EKGs, life-saving drugs and electrical shocks to the heart, intubation and advanced airway maneuvers.

"Throughout the country we are seeing a dramatic decrease in EMS providers," says Kostenbader. She hopes to increase awareness and education about the program offered through LVHN.

For more information about the paramedic program offered at LVH–Pocono, visit LVHN.org/EMS or contact Tom Rothrock at Thomas.Rothrock@lvhn.org or 484-884-0051.



Visit New York City May 29

BY [RICK MARTUSCELLI](#) · MARCH 26, 2019

The LVHN Recreation Committee is running a trip to New York City. Get the details and reserve your spot on the bus trip today.

Date: May 29, 2019

Cost: \$150/person

8 a.m.departure from LVHN-Mack Boulevard

6 p.m. departure from New York City

The package includes:

- Dinner at Puglia's
- Admission to the 9/11 Memorial Museum
- Admission to the One World Observatory
- Taxes and meal gratuities
- Motorcoach transportation



For more information or to book your spot on the bus, [visit the LVHN Recreation Department intranet site](#).